

QUESTIONS AND ANSWERS
Invitation for Bid (IFB) Number: 04-74296-000
IFB Title: Printing Services
March 4, 2005

QUESTIONS ABOUT LANGUAGE

1. What languages are booklets and posters to be printed in? ⁽¹⁾
2. What quantities in each language? ^(2, 28)
3. How many languages will there be? ^(19, 33)
4. Under "Additional Required Specifications": Will alternate language formats be provided by the State of CA, or is the vendor expected to translate and set alternate language typesetting? ⁽¹⁸⁾
5. Does the previous 150,000 represent all the languages? ⁽³²⁾
6. What different languages are the posters required to be in? ⁽²⁷⁾
7. Who will be making the changes, if any, to the languages other than English? ⁽⁴⁵⁾
8. Are both the poster and the handbook in multiple languages? ⁽⁴⁷⁾

ANSWER TO ALL LANGUAGE QUESTIONS:

At this point and time, assume for the purpose of your bid, Posters and Handbooks will be printed in ENGLISH ONLY.

For purposes of the contract, DMH wanted the bidder to be aware that at a later point in time THERE MAY BE a need for alternate languages. If there is any need for additional languages, the contract Manager shall notify the contractor to discuss specifications and potential excess costs above the rates originally quoted by the bidder.

FREIGHT AND SHIPPING QUESTIONS

1. How are freight costs handled? ⁽⁵⁾

Answer: Bidder is expected to provide all-inclusive cost estimates. DMH assumes responsibility of payment of freight costs.

2. Is it acceptable for the vendor to print the posters and handbooks and store them, to ship as requested? Or, do they have to be printed "on demand"? ⁽¹⁰⁾

Answer: Although DMH would prefer to have posters and handbooks printed on demand, as discussed in the Mandatory Pre-Bid Conference, DMH has determined that it will be acceptable to pre-print posters and handbooks and

store them if it is more cost effective. An addendum to the IFB will be issued immediately to allow for all-inclusive rates for “on-demand” printing as well as for “pre-printing and storage” of materials. Bidders shall be aware that if a technical change to materials is needed, DMH will not be responsible for payment of old materials stored by the contractor.

3. If storage is acceptable, should this charge be included in the prices quoted? ⁽¹¹⁾
Answer: Please refer to the answer to question #2 listed above.

4. Will freight charges be a separate, additional cost, or should this charge be included in the prices quoted? ⁽¹³⁾

Answer: Freight charges are expected to be included in the all-inclusive rates quoted by the bidder.

5. When referring to disseminating posters and handbooks are you referring to mailing to individuals or larger shipments to particular locations? ⁽²⁴⁾

Answer: Both individuals and larger organizations/counties will place orders. However, it is expected that those customers ordering materials will request a minimum amount included in a box. Note that the contractor will determine the actual minimum amount of handbooks included in one box (Based on past experience, DMH expects that the minimum amount of handbooks included in one box may vary between 400-500 units); posters must be packaged in bundles of 25.

6. Who pays for the freight and shipping charges? ⁽³⁶⁾

Answer: Freight and shipping charges are expected to be included in the bidder’s all-inclusive rates for the poster and handbook of which DMH will provide payment for.

7. Is there a list that shows what quantities were shipped to where? ⁽³⁷⁾

Answer: Please reference the Patients Rights Handbook/Poster Inventory, dated 10/25/04, for information regarding quantities. A list of customers is not available at this time, however bidders should expect to ship materials to various locations/counties across the entire state of California.

8. What are the shipping requirements per shipment, i.e. weight, quantity, etc...? ⁽⁴⁸⁾

Answer: Based on the distribution specifications referenced in the Scope of Work in the IFB, Bidders shall account for all shipping requirements as part of their all-inclusive rates for posters and handbooks. An average order of posters 25 units per customer and an average order of handbooks is approximately 1,000 units per customer.

9. What will the turnaround time be for shipping out an average order? ⁽⁵¹⁾

Answer: As identified under the Distribution section of the IFB page 4, the “Contractor shall process and distribute the customers’ orders within 3 weeks of receiving the orders.”

10. Are orders always placed in carton quantities? (4)

Answer: Typically, yes. As described in the distribution section of the IFB, page 4, posters and handbooks are to be bundled in packages of units as described.

PRICING AND PAYMENT QUESTIONS

1. Will the prices submitted be firm? ⁽⁸⁾

Answer: Yes

2. Will price escalations be allowed? ⁽⁹⁾

Answer: At this point DMH is asking for an all-inclusive rate for handbooks and posters. Should there be a need in the future to revise the rates due to adjustments to the printing specifications (i.e. alternate language formats) the contractor shall discuss the purpose for a need for adjusting cost with the contract manager.

3. Who will pay for these “Printing Services”, the State of CA, or their “customers”? (Who will the vendor be billing?) ^(12, 12a)

Answer: The California Department of Mental (DMH) Health will assume responsibility for all payment for services. The vendor will bill DMH.

4. The printing industry has a 5-10% overrun/underrun standard. Is this acceptable? ⁽²¹⁾

Answer: DMH defers to your expertise as a printer to determine if this standard should be factored in to your overall all-inclusive cost.

5. Is the state liable to purchase the unused media as the result of any changes? ⁽³⁵⁾

Answer: Bidders shall be aware that if a technical change to materials is needed, DMH will not be responsible for payment of old materials stored by the contractor.

6. If printing and storing is a viable option, can this service be billed at one time, or over a monthly billing cycle? ⁽⁵²⁾

Answer: Printing and storing shall be factored into the bidder's all-inclusive rates for posters and handbooks. DMH expects that the contractor will bill DMH on a monthly basis, in arrears for the exact number of materials ordered by customers.

POSTER SPECIFICATION QUESTIONS

1. Under Scope of Work, Poster Specifications: Mohawk is a paper manufacturer; Inxwell is a process to hold ink. Mohawk has two papers that use the Inxwell process: a. Options or b. Navaho. Which paper is required for this item? ⁽¹⁴⁾

Answer: Options

2. Is it possible for electronic files to be provided for the poster? If so, what type of files? ⁽¹⁵⁾

Answer: DMH will provide contractor with a CD.

3. What is the typical quantity per run of the **Patient's Rights Posters** and Handbook? ⁽²²⁾

Answer: As stated in the Distribution Specifications section of the IFB page 4, the average order of posters is 25 units per customer and the average order of handbooks is approximately 1,000 units per customer.

4. Is the artwork going to be the same size? ⁽²⁶⁾

Answer: The artwork will be measured to fit the upper portion of the poster with enough room to evenly space the required text.

5. Are less posters/media being ordered as the years progress? ⁽³⁸⁾

Answer: Generally for posters, yes. When updated posters are generated, a large quantity is ordered to replace the old poster. As time goes by, less posters are ordered. However, with handbooks most orders are placed at the beginning of the calendar year. Note that large orders for either handbooks or posters may occur at anytime of the year without prior notice.

6. Is there a peak time of year that there are considerably more orders than the rest of the year. ⁽⁴¹⁾

Answer: See above answer.

7. Are there specifications available for the posters/handbooks? ⁽⁴²⁾

Answer: Yes, see IFB- Scope of work section, page 3.

8. Are the older posters/handbooks that are left over going to be used? ⁽⁴³⁾

Answer: DMH will assume responsibility for all previously made posters and handbooks.

9. Can there be any deviations to the specifications of the poster/media? Such as paper or ink used? ⁽⁴⁶⁾

Answer: No

HANDBOOK SPECIFICATION QUESTIONS

1. Under Scope of Work, Handbook Specifications: What weight and grade of paper is required? ⁽¹⁶⁾

Answer: DMH has provided bidders with a sample of the handbook and expects the bidder to determine the weight of the product. The grade of paper is Regular white bond as described in the IFB Scope of work section – Handbook specifications.

2. How will artwork be provided for Handbook? Electronic files? If so, what type of files? ⁽¹⁷⁾

Answer: DMH will provide contractor with a CD.

3. What is the typical quantity per run of the Patient's Rights Posters and Handbook? ⁽²²⁾

Answer: An average order of handbooks is approximately 1,000 units per customer and the average order of posters is 25 units per customer.

4. What is the stock and page count for the handbook, how many colors? ⁽²³⁾

Answer: Please refer to specifications provided in the IFB Page 3, Scope of Work section – Handbook Specifications for a full description.

CUSTOMER ORDERING QUESTIONS

1. In reference to the patients rights handbook/poster inventory – 10-25-04 hand out that was provided at the pre-bidders conference on February 28, 2005: Is the previous quantities of orders representative of the number that will be needed? ⁽²⁹⁾

Answer: The numbers provided in the handout is intended to provide you with an overview of what a previous ordering quarter has been. There may be variations in the number of orders depending on the needs of the customers.

2. What is the quantity of material going to be per order? ⁽³⁰⁾
(2A.) What is the average order for posters/handbooks? What is the minimum requirement per order? ⁽⁴⁹⁾

Answer: 1 poster =1 unit

The average order of posters is 25 units per customer.

1 handbook = 1 unit.

The average order of handbook is 1000 units per customer. However, the minimum order of handbooks will be 400-500 handbooks (depending on the actual number of handbooks the contractor will place in one box).

3. What will be the time constraints on each order? ⁽³¹⁾

Answer: Distribution Specifications is provided in the IFB on page 3. In brief, DMH requires all orders to be filled within 3 weeks of receiving the order.

4. Who will be ordering the posters/handbooks ⁽⁴⁰⁾

Answer: As described in the IFB page 3 Section A- Purpose and Description of Services, orders may be received from approximately 500 mental health providers, including but not limited to public and private hospitals, 5 State Hospitals, county mental health organizations and other not-for-profit agencies.

5. What is the frequency of orders? ⁽⁶⁾

Answer: Orders may occur daily or sparsely, depending on the needs of the customers.

MISCELLANEOUS QUESTIONS

1. Who is your current printer and may I have a copy of your current contract and a recent invoice? ⁽²⁵⁾

Answer: DMH does not have a contract with a printer. This is the first time DMH has solicited bids for this project.

2. If you reserve the right to make changes throughout the year, how often will these changes be and how extensive? ⁽³⁴⁾
(2A). How often and how extensively are materials updated by DMH? ⁽³⁾

Answer: Changes are generally made if there is a change in the Governor, Health and Human Service Agency Secretary or the Mental Health Director on the poster only. The handbooks generally do not change unless there is a physical change in the law concerning patients' rights (rare occurrence).

3. Who has been providing the printing/shipping services in the past? ⁽³⁹⁾

Answer: The State Department of Education provided DMH with a one time only production and supply of the revised handbooks. DMH shipped all orders.

4. Is there going to be any other media printed besides the posters and handbooks? ⁽⁴⁴⁾

Answer: No

5. What are the possible changes that could be made in the future? ⁽⁵⁰⁾

Answer: Changes are generally made if there is a change in the Governor, Health and Human Service Agency Secretary or the Mental Health Director on the poster only. The handbooks generally do not change unless there is a physical change in the law concerning patients' rights (rare occurrence).

6. Because the artwork has changed, do you see a large request to replace the former poster with the updated one? ⁽⁵³⁾

Answer: Yes.

7. What is the possibility of setting up an online system to track orders and shipping? ⁽⁵⁴⁾

Answer: This IFB does not require an on line tracking system at this time.

8. What is the length of the contract? ⁽⁷⁾

Answer: Three years

9. If I have a question that is not listed here, how do I find the answer? ⁽⁵⁵⁾

Answer: The deadline for bid submission is March 17, 2005 (see IFB- Key Action Dates, page 4). No additional questions will be accepted, as there will not be enough time to provide the answer to all concerned parties.